



F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

F0035808

0117



2002 Taurus
Vehicle ID #:

03C03

March, 2003

STATE OF UTAH MOTOR POOL
447 W 13800 S
DRAPER, UT 84020-8145

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that certain 2002 and 2003 model year Taurus and Sable vehicles fail to conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 212 - Windshield Mounting.

We apologize for this situation and want to assure you, that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

What the issue is ...

The windshield on your vehicle may not be properly secured. If the windshield is not properly retained to the vehicle, wind noise, squeak/rattles or water leaks may occur. Also, potential loss of windshield retention may reduce occupant protection in the event of an accident.

What Ford Motor Company and your dealer will do ...

Ford Motor Company and your dealer will replace the windshield on your vehicle free of charge (parts and labor). Do not call a local glass installer directly; your dealer will make all necessary arrangements.

How long will it take?

The time needed for this repair may be less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. If you do not already have a servicing dealer, please access www.qualitycareservice.com for dealer addresses, maps, and driving instructions. Ask for a service date and whether parts are in stock for Compliance Recall 03C03. If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts typically arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.



**If you have changed
address or sold the
vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this Compliance Recall.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**If you have
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center, and one of our representatives will be happy to assist you:

Call (866) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

Hearing impaired call (800) 232-5952 TDD for the hearing impaired.

**Or you may contact us
through the Internet ...**

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

**Quality Care service is
there for you all year
long.**

QualityCare™
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Vehicle Service and Programs